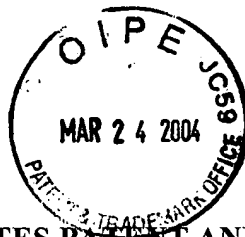


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Date of Deposit: March 24, 2004



03-04

Attorney Docket No. 27996-133

2642 \$

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No. : 09/745,305 Confirmation No. 2060  
Applicant : Peter Tavernese Jr.  
Filed : December 21, 2000  
TC/A.U. : 2642  
Examiner : Nguyen, Q.H.  
New Docket No. : 27996-133 (formerly 103180/45024)  
Customer No. : 35437  
Title : CUSTOMER SERVICE RESPONSE SYSTEM FOR  
INTERACTION WITH CUSTOMER SERVICE AGENTS

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

March 24, 2004  
New York, New York

**RECEIVED**

MAR 26 2004

Technology Center 2600

**TRANSMITTAL**

Transmitted herewith for filing in the present application are the following documents:

1. Response Under 37 C.F.R. § 1.111 (10 pgs.);
2. Petition for Extension of Time (1 pg.);
3. Check No. 1829 in the amount of \$110.00 to cover extension fee; and
4. a Return Postcard

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at 212/935-3000, New York, New York. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Richard M. Lehrer, Reg. No. 38,536  
Attorney for Applicant  
c/o Mintz Levin Cohn Ferris  
Glovsky & Popeo, P.C.  
Chrysler Center, 666 3rd Avenue, 24<sup>th</sup> Floor  
New York, New York 10017  
Tel. No.: (212) 935-3000  
Fax No.: (212) 983-3115

Express Mail Label No.: EV334317855US  
Date of Deposit: March 24, 2004



Attorney Docket No.: 27996-133

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#7  
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3/30/04

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Q.H.  
Serial No.: 09/745,305 Group Art Unit: 2642  
Filed: December 21, 2000 Confirmation No: 2060  
Attorney Docket No.: 27996-133 (formerly  
103180-45024)

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH  
CUSTOMER SERVICE AGENTS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**RESPONSE UNDER 37 C.F.R. § 1.111**

Sir:

In response to the Office Action, dated December 22, 2003, there have been no amendments made to any of the claims and all of the claims are included.

**Listing of the Claims** begins of page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.